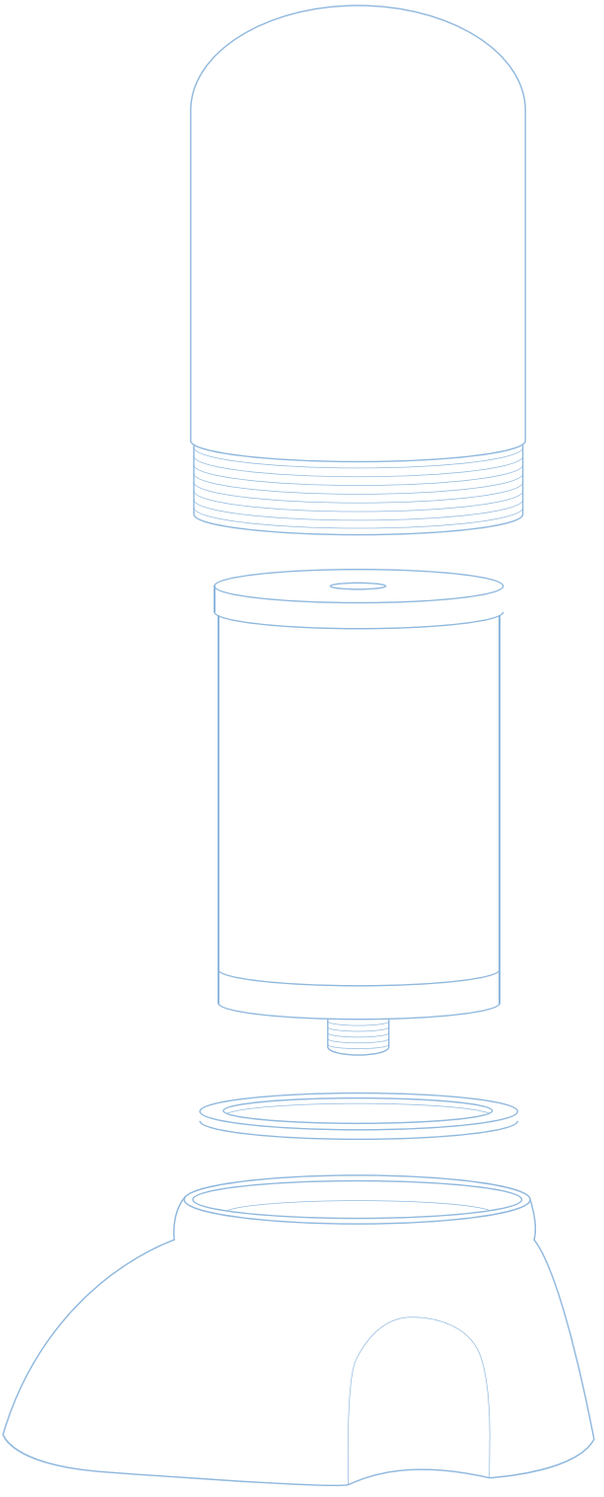

stream™
TECHNOLOGY MEETS PURITY

User's Manual

Stream Nano (N1)

Stream Drinking Water Systems

Thank you for choosing a Stream filtration system. It is our commitment to provide our valued customers the very best in water quality and we look forward to serving you for many years. Here's how to connect Stream and begin enjoying quality water for less.

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Stream Laboratories, Inc.
2520 Shell Road Ste B
Georgetown, TX 78628
Phone: (888)-615-5733

StreamFilters.com

General Information

A. Operation & Maintenance Specifications

Model Number:	Stream Nano (N1)
Replacement Filter Type:	Stream Nano Cartridge (NC1)
Housing Composition:	Polypropylene
Rubber Items:	Nitrile
Approximate Filter Capacity:	750 gallons
Approximate Flow Rate at 60 psi:	0.75 gpm
Maximum Working Pressure:	100 psi / 7.0 kg/cm^2
Minimum Working Pressure:	30 psi / 2.1 kg/cm^2
Maximum Operating Temprature:	100˚F / 38˚C for cold water use only
Minimum Operating Temprature:	32˚F / 0˚C for cold water use only
Inlet:	3/8” stem
Outlet:	1/4” stem
Particle Retention Size:	sub micron (0.5 micron)
Certified by:	NSF International , CA Department of Public Health: Cert Number 13-2191

Notes

1. The Stream Nano Drinking Water System sits on the kitchen countertop and connects to your existing faucet with a hose and diverter valve.

2. Replacement filters can be purchased at StreamFilters.com. Filter life will vary in proportion to the amount of water used and the level of impurities in the water being processed. Replace the filter cartridge when the first of the following occurs: (a) annually; (b) when the system’s rated capacity is reached; (c) the flow rate diminishes; or (d) the filter begins to taste or smell bad. The rated capacity of the filter cartridge for the Nano is 750 gallons.

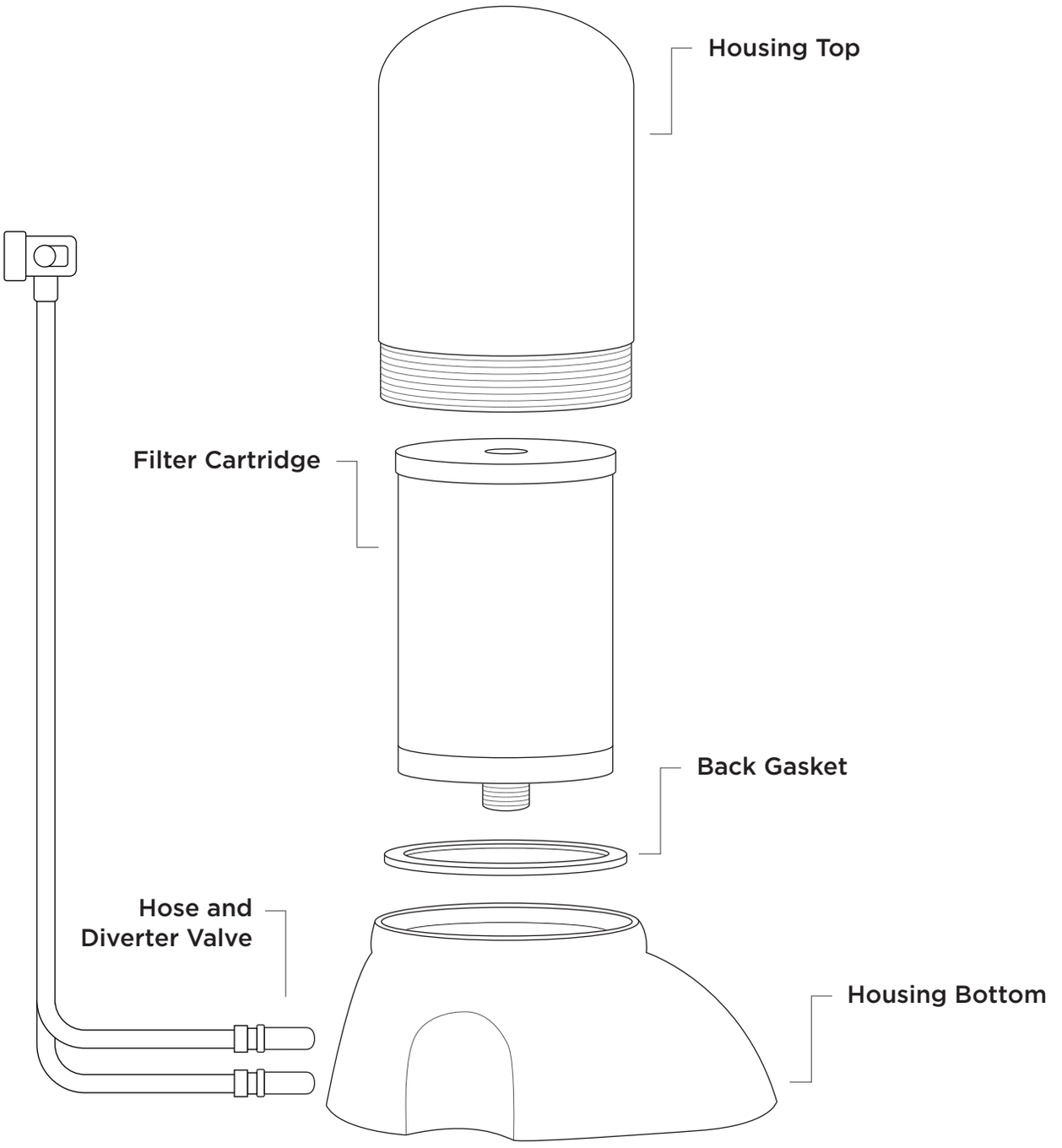
3. This system is not meant to be used where the water is microbiologically unsafe or with water of unknown quality. However, those systems that are certified for cyst reduction can be used on disinfected waters that might contain filterable cysts.

4. Do not allow water to freeze in the unit. If the unit is exposed to freezing temperatures, drain the water and remove the filter.

5. Do not allow water to sit in the unit for 10 or more days without being used. If you need to leave the unit unused for more than 10 days, drain the water and remove the filter. When you’re ready to use it again, reconnect the filter and continue use. If you do leave water in the unit for 10 or more days, flush the system by allowing the water to flow to waste for about 3 minutes, and then continue as normal.

6. To dispose of the used filter, remove it from the housing and place the old filter in your normal refuse.

B. Installation Overview & Parts



Stream Drinking Water Systems have been tested and certified, so you know that they will perform at the highest level possible. Please read this manual before installing your Stream Nano System, as installation, operation, and maintenance will aide in your System's performance. Not following these instructions carefully could lead to product failure or possible damage.

If you need help or assistance, feel free to contact us online at StreamFilters.com or (888)-615-5733.

Countertop Installation

A. Preparing the Housing

Connect the Stream Nano Drinking Water System on the countertop next to the sink by using the existing faucet and the chrome diverter valve included.

The Stream Nano unit has been shipped with all needed accessories and fittings for installation. If you need help, contact us online at StreamFilters.com or (888)-615-5733.

NOTE: The filter cartridge is factory-installed inside the unit housing. The Nano unit is for countertop use only.

1. Inspect your Stream Nano System to confirm that it has been received in good condition and that all parts are included (see diagram and parts list).

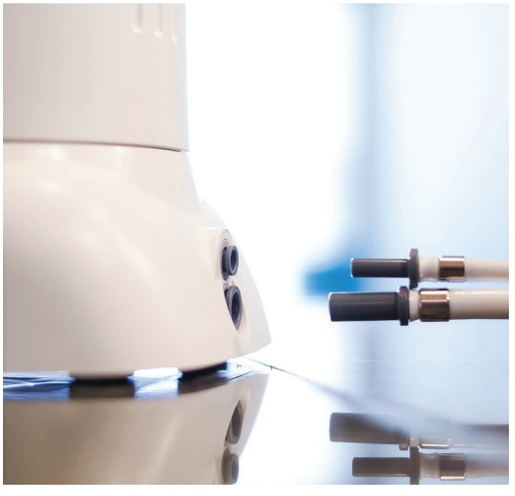
2. Determine the desired location of your countertop for the unit so that the hose can easily be attached to your faucet.

3. Inspect the unit housing to confirm that the housing top is securely connected to the bottom.

a. With the housing upright, slide the hand tool over the top so that the ridges on the tool fit into the grooves on the housing top.

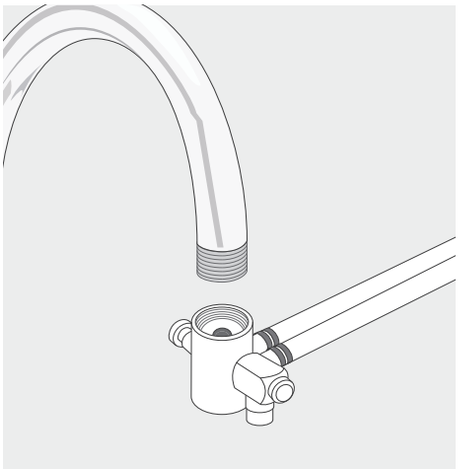
b. Turn the hand tool clockwise until it is tight. Be sure to hold the base in place on the countertop while turning the top.

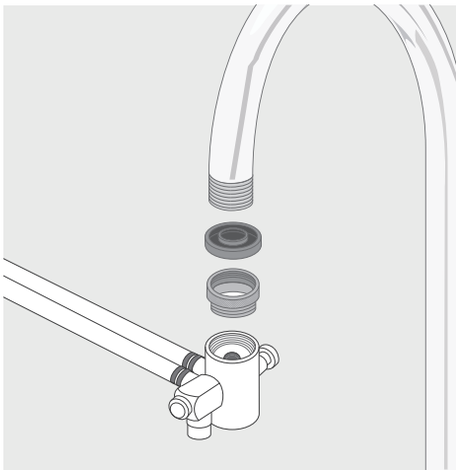
B. Connect the Hose to the Housing



To connect the hose to the housing, simply insert the stems on the end of the hose into the inlet and outlet ports as far as they will go. The larger stem will go into the bottom port (the inlet connector) and the smaller stem will go into the top port (the outlet connector). Be sure to give a second push to make sure they are all the way in.

C. Connect the Hose and Diverter Valve to the Faucet





1. Turn off the water to your sink.

2. Take off the screen from the end of your faucet.

3. Attach the diverter valve to the faucet spout. If the threads of the diverter valve don't match the threads on your faucet, use one of the adapters that came with your unit.

Using an Adapter:

a. For faucets with outside threads: Attach the diverter valve directly to the faucet, or if the diverter valve is smaller than your faucet, use the adapter with inside threads (106NC*).

b. For faucets with inside threads: Use one of the two adapters with outside threads: 17S* or 18S*. Choose the one of the appropriate size and attach it to your faucet. Then attach the diverter valve to the adapter.

c. For faucets needing more clearance: Attach the long adapter (257NC*) to the spout/sprayer then connect the hose & diverter valve assembly to the adapter. Be sure to allow enough room to use the sprayer faucet when placing the Drinking Water System on your sink.

d. If none of the adapters sent with your unit fit, contact your dealer

4. Turn on the water and push the bypass lever of the diverter valve to start the flow of water.

**Adapters are not included as part of the NSF Unit Certification*

Start-up and Use

Congratulations! You've connected your Stream Nano Drinking Water System and now it's ready for start-up. Here's how:

1. Dry off all the connections and the drinking water unit.

2. Make sure that all the connections are tight, but do not over tighten.

3. Turn the unit upside down to let out any trapped air.

4. Turn the water onto COLD.

5. Push the bypass lever of the diverter to start the flow of water through the unit. Allow the water to run through the unit and diverter valve for one minute. Then close the bypass lever and shut off the water at the faucet.

6. Turn the unit right side up and set it on your counter and check all connections to make sure there are no leaks.

7. Turn on the water and push the bypass lever of the diverter to start the flow of water through the unit again.

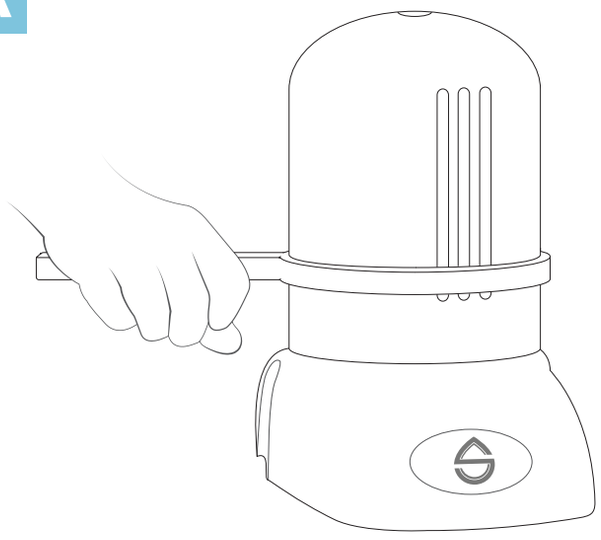
8. Let the water run through for about 30 minutes to fully flush the filter and charge the carbon.

9. Push the bypass lever inward to shut off the flow of water through the system. Then turn off the water at your faucet and check for leaks.

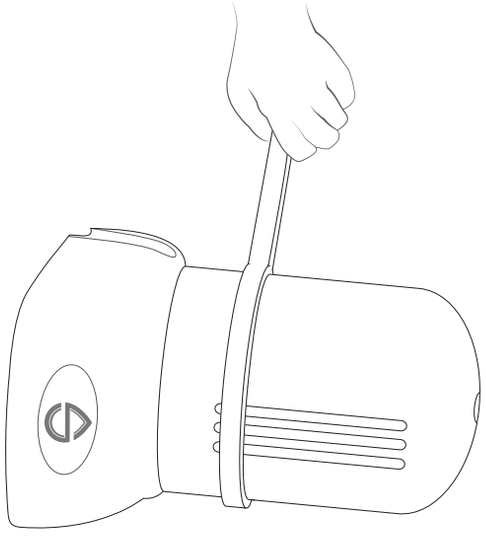
Instructions for Changing the Filter

Removing the Old Filter

A



B



1. Remove all wrapping and shipping materials.

2. Put a towel or container underneath your housing to avoid a mess, and then open it.

3. Make sure that your tap water is turned off.

4. Open the diverter valve by pushing the bypass lever so that the water will flow through the unit and diverter valve.

5. Once the water stops flowing, close the diverter by pushing the bypass valve.

6. With the housing upright or on its side on a towel, use the hand tool to open the unit (Fig. A & B).

7. Remove the housing top from the base, leaving the black gasket on the bottom of the base (Fig. C).

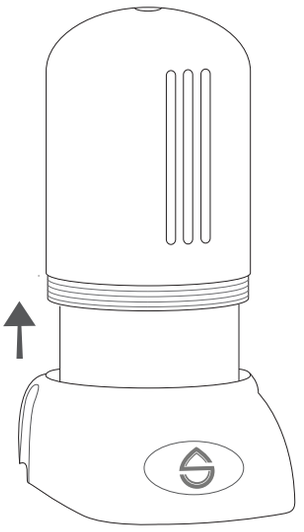
8. Remove the old filter from the base by pulling out and twisting it until it is released. (Fig. D).

9. Throw out the used filter.

10. Rinse out the inside of the housing.

Installing the New Filter

C

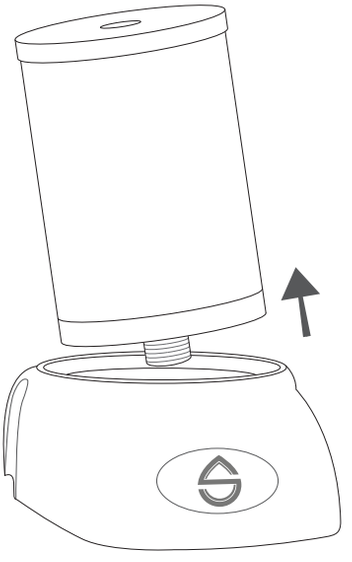


1. Insert a new filter in the center port of the housing base by twisting slightly. Push down on the filter to make sure it is firmly in place.

2. Reconnect the housing top with the base (Fig. C).

3. Hand-tighten the housing top by turning it clockwise until it is secure (Fig. A).

D



Now simply restart your Drinking Water System. For detailed instructions, see Section 3.

Now you can use your Stream Nano Drinking Water System for drinking, cooking and food preparation. Enjoy!

Filter Life

Filter life will vary depending on the amount of water used and the amount of impurities being processed in your water. If your Stream Nano clogs, it may be because it is protecting you from the contaminants and physical matter in your drinking water.

For the best performance possible and to maintain your warranty, you should replace your filter when the first of the following occurs: a) annually; b) when you've reached the unit's rated capacity; c) the flow rate slows or lessens; or d) the filter starts to taste or smell bad.

Performance Certification

MODEL - N1

Stream Drinking Water Systems Product Performance Tested and Certified

Stream Drinking Water System Tested and Certified by NSF International to NSF/ANSI Standards 42 and 53 for the reduction of claims specified below.

Standard 42, Aesthetic Effects

- Chloramine
- Chlorine taste and odor
- Nominal Particulate Reduction, Class I

Standard 53, Health Effects

- Asbestos
- Chlordane
- Cyst
- Lead
- Mercury
- MTBE
- PCB
- Toxaphene
- Turbidity
- VOC (listed below)

Volatile Organic Chemicals (VOC) include:

Disinfection By-Products

- chloropicrin
- haloacetonitriles (HAN):
  - bromochloroacetonitrile
  - dibromoacetonitrile
  - dichloroacetonitrile
  - trichloroacetonitrile
- haloketones (HK):
  - 1,1-dichloro-2-Propanone
  - 1,1-trichloro-2-Propanone
- trihalomethanes (THMs; TTHMs):
  - bromodichloromethane
  - bromoform
  - chloroform
  - dibromochloromethane
- tribromoacetic acid

Pesticides

- carbofuran
- dibromochloropropane (DBCP)
- o-dichlorobenzene
- p-dichlorobenzene
- endrin
- ethylene dibromide (EDB)
- heptachlor
- heptachlor epoxide
- lindane
- methoxychlor

Herbicides

- alachlor
- atrazine
- 2,4-D
- dinoseb
- pentachlorophenol
- 2,4,5-TP (silvex)

Chemicals

- benzene
- carbon tetrachloride
- chlorobenzene
- 1,2-dichloroethane
- 1,1-dichloroethylene
- cis-1,2-dichloroethylene
- 1,2-dichloropropane
- cis-1,3-dichloropropylene
- ethylbenzene
- hexachlorobutadiene
- hexachlorocyclopentadiene
- simazine
- styrene
- 1,1,2,2-tetrachloroethane
- tetrachloroethylene
- toluene
- trans-1,2-dichloroethylene
- 1,2,4-trichlorobenzene
- 1,1,1-trichloroethane
- 1,1,2-trichloroethane
- trichloroethylene
- xylenes (total)

Performance Data Sheets

MODEL - N1

Stream Drinking Water Systems have been tested according to NSF/ANSI Standard No. 53 for reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53 Health Effects.

Substance	Percent Reduction	Influence Challenge Concentration	Maximum permissible product water concentration
ALACHLOR*	>98%	0.05	0.001
ASBESTOS*	>99%	10^7 to 10^8 fibers/L	99% reduction requirement
ATRAZINE*	>97%	0.1	0.003
BENZENE*	>99%	0.081	0.001
BROMODICHLOROMETHANE (TTHM)*	>99.8%	0.3	0.015
BROMOFORM (TTHM)*	>99.8%	0.3	0.015
CARBOFURAN (Furadan)*	>99%	0.19	0.001
CARBON TETRACHLORIDE*	98%	0.078	0.0018
CHLORDANE	>99.4%	0.04 +/- 10%	0.002
CHLOROBENZENE (Monochlorobenzene)	>99%	0.077	0.001
CHLOROPICRIN*	99%	0.015	0.0002
CHLOROFORM (TTHM)* (surrogate chemical)	>99.8%	0..300 +/- .30	0.015
Cryptosporidium (CYST)	99.95%	minimum 50,000/ml	99.95%
CYST (Giardia; Cryptospordium; Entamoeba; Toxoplasma)	99.95%	minimum 50,000/ml	99.95%
2, 4-D*	98%	0.110	0.0017
DBCP (see Dibromochloropropane)*	>99%	0.052	0.00002
1, 2-DCA (see 1, 2-DICHLOROETHANE)*	95%	0.088	0.0048
1, 1-DCE (see 1, 1-DICHLOROETHYLENE)*	>99%	0.083	0.001
DIBROMOCHLOROMETHANE (TTHM; Chlorodibromomrthane)*	>99.8%	0.300	0.015
DIBROMOCHLOROPROPANE (DBCP)*	>99%	0.052	0.00002
o-DICHLOROBENZENE (1, 2 Dichlorobenzene)*	>99%	0.08	0.001
p-DICHLOROBENZENE (para-Dichlorobenzene)*	>98%	0.04	0.001
1, 2-DICHLOROETHANE (1, 2-DCA)*	95%	0.088	0.0048
1, 1-DICHLOROETHYLENE (1, 2-DCE)*	>99%	0.083	0.001
CIS-1, 2-DICHLOROETHYLENE*	>99%	0.17	0.0005
TRANS-1, 2-DICHLOROETHYLENE*	>99%	0.086	0.001
1, 2-DICHLOROPROPANE (Propylene Dichloride)*	>99%	0.08	0.001
CIS-1, 3-DICHLOROPROPYLENE*	>99%	0.079	0.001
DINOSEB*	99%	0.17	0.0002
EDB (see ETHYLENE DIBROMIDE)*	>99%	0.044	0.00002
ENDRIN*	99%	0.053	0.00059
Entamoeba (see CYSTS)	99.95%	minimum 50,000/ml	99.95%
ETHYLBENZENE*	>99%	0.088	0.001
ETHYLENE DIBROMIDE (EDB)*	>99%	0.044	0.00002
Furadan (see CARBOFURAN)*	>99%	0.19	0.001
Giardia Lamblia (see CYST)	>99.95%	minimum 50,000/ml	99.95%

** Percent reduction reflects actual performance of Stream product as specifically tested (at 200% of capacity). Percent reduction shown for VOCs* reflects the allowable claims for volatile organic chemicals/compounds as per tables. Chloroform was used as a surrogate for VOC reduction claims; the Stream Systems actual reduction rate of chloroform was >99.8% as tested.

HALOACETONITRILES (HAN)*:			
BROMOCHLOROACETONITRILE	98%	0.022	0.0005
DIBROMOACETONITRILE	98%	0.024	0.0006
DICHLOROACETONITRILE	98%	0.0096	0.0002
TRICHLOROACETONITRILE	98%	0.015	0.0003
HALOKETONES (HK)*:			
1, 1-DICHLORO-2-PROPANONE	99%	0.0072	0.0001
1, 1, 1-TRICHLORO-2-PROPANONE	96%	0.0082	0.0003
HEPTACHLOR*	>99%	0.025	0.00001
HEPTACHLOREPOXIDE*	98%	0.0107	0.0002
HEXACHLOROBUTADIENE (Perchlorobutadiene)*	>98%	0.044	0.001
HEXACHLOROCYCLOPENTADIENE*	>99%	0.060	0.000002
LEAD (pH 6.5)	>99.3%	0.15 +/- 10%	0.010
LEAD (pH 8.5)	>99.3%	0.15 +/- 10%	0.010
LINDANE*	>99%	0.055	0.00001
MERCURY (pH 6.5)	96.6%	0.006 +/- 10%	0.002
MERCURY (pH 8.5)	96.8%	0.006 +/- 10%	0.002
METHOXYCHLOR*	>99%	0.050	0.0001
Methylbenzene (see TOLUENE)*	>99%	0.078	0.001
Monochlorobenzene (see CHLOROBENZENE)*	>99%	0.077	0.001
MTBE (methyl tert-butyl ether)	96.6%	0.015 +/- 20%	0.005
POLYCHLORINATED BIPHENYLS (PCB, Aroclor 1260)	97.2%	0.01 +/- 10%	0.0005
PCE (see TETRACHLOROETHYLENE)*	>99%	0.081	0.001
PENTACHLOROPHENOL*	>99%	0.096	0.001
Perchlorobutadiene (see HEXACHLOROBUTADIENE)*	>98%	0.044	0.001
Propylene Dichloride (see 1, 2-DICHLOROPROPANE)*	>99%	0.080	0.001
SIMAZINE*	>97%	0.120	0.004
Silvex (see 2, 4, 5-TP)*	99%	0.270	0.0016
STYRENE (Vinylbenzene)*	>99%	0.15	0.0005
1, 1, 1-TCA (see 1, 1, 1-TRICHLOROETHANE)*	95%	0.084	0.0046
TCE (see TRICHLOROETHYLENE)*	>99%	0.180	0.0010
1, 1, 2, 2-TETRACHLOROETHANE*	>99%	0.081	0.001
TETRACHLOROETHYLENE*	>99%	0.081	0.001
TOLUENE (Methylbenzene)*	>99%	0.078	0.001
TOXAPHENE	>92.9%	0.015 +/- 10%	0.003
Toxoplasma (see CYSTS)	99.95%	minimum 50,000/ml	99.95%
2, 4, 5-TP (Silvex)*	99%	0.270	0.0016
TRIBROMOACETIC ACID*		0.042	0.001
1, 2, 4 TRICHLOROBENZENE*	>99%	0.160	0.0005
1, 1, 1-TRICHLOROETHANE (1 ,1, 1-TCA)*	95%	0.084	0.0046
1, 1, 2-TRICHLOROETHANE*	>99%	0.150	0.0005
TRICHLOROETHYLENE (TCE)*	>99%	0.180	0.0010
TRIHALOMETHANES (TTHM) (Chloroform; bromoform; bromodichloromethane; dibromochloromethane)	>99.8%	0.300 +/- .30	0.015
TURBIDITY	98.8%	11 +/- 1 NTU	0.5 NTU
Unsym-Trichlorobenzene*	>99%	0.160	0.0005
Vinylbenzene (see STYRENE)*	>99%	0.150	0.0005
XYLENES (TOTAL)*	>99%	0.070	0.001

Note: This addresses the U.S. Environmental Protection Agency (USEPA) Primary and Secondary Drinking Water Regulations in effect at its time of publication, as they relate to Stream's performance in conformance to the industry performance criteria. These regulations are continually being updated at the Federal level. Accordingly, this list of MCLs will be reviewed and amended when appropriate.

A. NSF/ANSI 42 - AESTHETIC EFFECTS

The system has been tested according to NSF/ANSI 42 for reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 42.

CHLORAMINE as Aesthetic Effect (As Monochloramine)	>97%	3.0 mg/L +/- 10%	0.5 mg/L
CHLORINE as Aesthetic Effect	>97%	2.0 mg/L +/- 10%	> or = 75%*
PARTICULATE, (Normal Particulate Reduction, Class I, Particles 0.5 TO <1 UM	Class I >99%	At Least 10,000 particles/mL	> or = 85%*

1. Stream Drinking Water Systems have been certified by NSF International for compliance to NSF/ANSI Standard Nos. 42 and 53. Stream Drinking Water Systems have been certified by the State of California Department of Public Health for the reduction of specific contaminants listed herein.

2. Chloroform was used as a substitute for claims of reduction of VOCs, where the Stream System's actual reduction rate of chloroform was greater than 99.8% when tested at 200% capacity.

3. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.

4. Stream's housing is warranted for a lifetime (with annual cleaning); all exterior hoses and attachments to the System are warranted for one year. Please see the owner's manual for complete product guarantee and warranty information.

5. Please see the owner's manual for installation and operating procedures.

6. In compliance with New York law, New York residents should have their water supply tested to determine their actual water treatment needs before purchasing a water treatment system. Please compare the capabilities of the Stream unit with your actual water treatment needs.

7. While testing was performed under standard laboratory conditions, actual performance may vary.

8. The list of substances that this device reduces does not necessarily mean that they are present in your tap water.

B. Operational Specifications

Model Number:	Stream Nano (N1)
Replacement Filter Type:	Stream Nano Cartridge (NC1)
Approximate Filter Capacity:	750 gallons
Approximate Flow Rate at 60 psi:	0.75 gpm
Maximum Working Pressure:	100 psi / 8.8 kg/cm^2
Minimum Working Pressure:	30 psi / 2.1 kg/cm^2
Maximum Operating Temperature:	100˚F / 38˚C for cold water use only
Minimum Operating Temperature:	32˚F / 0˚C for cold water use only

C. California Certification Department of Public Health

California Department of Public Health Certification Number #13-2191. For conditions of use, health claims certified by the CA Department of Public Health, and replacement parts, see Product Data Sheet/Owner's Manual

State of California Department of Public Health

Water Treatment Device

Certificate Number

13-2191

Date Issued: September 11, 2013

Trademark/Model Designation	Replacement Elements
Stream Nano N1	NC1

Manufacturer: Stream Laboratories Inc.

The water treatment device(s) listed on this certificate have met the testing requirements pursuant to Section 116830 of the Health and Safety Code for the following health related contaminants:

Microbiological Contaminants and Turbidity

- Cysts
- Turbidity

Inorganic/Radiological Contaminants

- Asbestos
- Lead
- Mercury

Organic Contaminants

- Alachlor
- Atrazine
- Benzene
- Carbofuran
- Carbon Tetrachloride
- Chlorobenzene
- Chloropicrin
- 2,4-D
- DBCP
- o-Dichlorobenzene
- p-Dichlorobenzene
- 1,2-Dichloroethane
- 1,1-Dichloroethylene
- cis-1,2-Dichloroethylene
- trans-1,2-Dichloroethylene
- 1,2-Dichloropropane
- cis-1,3-Dichloropropylene
- Dinoseb
- Endrin
- Ethylbenzene
- EDB
- Haloacetonitriles
- Bromochloroacetonitrile
- Dichloroacetonitrile
- Dibromoacetonitrile
- Trichloroacetonitrile
- Haloketones (HK)
- 1,1-Dichloro-2-Propanone
- 1,1,1-Trichloro-2-Propanone
- Heptachlor
- Heptachlor Epoxide
- Hexachlorobutadiene
- Hexachlorocyclopentadiene
- Lindane
- Methoxychlor
- MTBE
- Pentachlorophenol
- PCB
- Simazine
- Styrene
- 1,1,2,2-Tetrachlorethane
- Tetrachloroethylene
- Toluene
- Toxaphene
- 2,4,5-TP (Silvex)
- Tribromoacetic Acid
- 1,2,4-Trichlorobenzene
- 1,1,1-Trichloroethane
- 1,1,2-Trichloroethane
- Trichloroethylene
- Trihalomethanes (THM's)
- Bromodochloromethane
- Bromoform
- Chloroform
- Chlordane
- Chlorodibromomethane
- Xylenes

Rated Service Capacity 750 gallons **Rated Service Flow: 0.75 gallons**

Conditions of Certification

Do not use where water is microbiologically unsafe or with water of unknown quality, except that systems for cyst reduction may be used on disinfected waters that contain filterable cysts.

Stream Laboratories, Inc.
2520 Shell Road Ste B
Georgetown, TX 78628
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StreamFilters.com

Troubleshooting & FAQs

A. Troubleshooting & FAQs

Question	Answer	Comments
When should I replace my filter cartridge?	You should replace your filter annually or when the capacity is reached, whichever occurs first (for rated capacity see Section I.A).	Filter life will vary depending on the amount of water used and the amount of impurities in the water.
Where do I get a replacement filter?	You can order replacement filters from your local water treatment dealer.	N/A
Will low pH or acidic water affect the Stream filter?	No.	Mineral components expressed as acidity and alkalinity determines the pH. Neutrality is 7; below 7 is acidity; and above 7 is alkalinity.
Does de-ionized water or soft water affect Stream water?	No.	N/A
Can the Stream Nano System be connected to an automatic ice maker?	No.	This unit cannot be connected to an ice maker.
Can the Stream Nano System be used during an emergency or when the water is turned off?	Yes, you can hand pump or siphon water through the Stream System during an emergency. But remember, the Stream System isn't meant to be used where the water is microbiologically unsafe or with water of unknown quality.	If your water source may be contaminated, it should be disinfected before use. Add 1/4 tsp of household bleach per gallon of water; the Stream System will remove this solution from the water. Hand pump kits are available from Stream.
What causes "white" particles to appear in Stream water when it is frozen or boiled?	When water is frozen, the natural minerals solidify and they can appear as white flakes or specks when the ice melts.	Natural minerals are good for you in normal quantities, and so when you see them in your drinking water, don't be alarmed.
Why does the Stream System reduce volatile organic chemicals, but not natural minerals?	Minerals are totally dissolved in the solution and do not have an actual physical size, and so the minerals pass through the filter unchanged.	The materials used in Stream Drinking Water Systems are specially designed to react with chemicals in the water, but not with natural minerals that are actually good for you.
Should I remove sediment with a standard filter before using Stream?	If you are in an area with excessive sedimentation in the water, pre-filtering can help extend the life and efficiency of your Stream cartridge, but in most areas this is not necessary.	The Stream System contains a triple filter. The outside material is a pre-filter that helps protect the solid carbon block surface from clogging with large sediment.
Why is the compressed activated carbon block filtration system more efficient than loose granular systems?	Stream's solid carbon block filters are compacted into a dense structure so that every molecule of water will be forced through tiny pores of carbon. This reduces a wide range of hazardous contaminants, as well as tastes and odors, not typically removed by loose granular systems.	The Water Quality Association reports that "an activated carbon filter can reduce organics and solid particles, as well as offensive tastes and odors. Only pre-coat and solid carbon block filters are designed to provide 0.5 micron mechanical filtration with efficient adsorption on very fine sized activated carbon particles."

Question	Answer	Comments
What is the difference between a "water softener" and the Stream Drinking Water System?	Softeners are not used to treat drinking water; they are used only to change the water's "hardness." They put sodium into the water in exchange for magnesium or calcium ions. Stream Drinking Water Systems don't remove dissolved minerals so the pH is not changed.	Soft water is good for bathing, laundering, and may extend the life of hot water heaters and boilers. However, soft water should not be used for watering plants or lawns. You should not use a water softener for drinking water.
Can the Stream System be used on untreated water?	If the water source is questionable, you should disinfect it before use. Just add 1/2 tsp of bleach per gallon of water; then the Stream System will remove this solution from the water. Ask your nearest public water utility for assistance or guidelines on the proper treatment of untreated water.	Stream Systems are designed to be used on treated water systems; they are not meant to be used where the water is unsafe or with water of unknown quality without first disinfecting the water. However, systems certified for cyst reduction can be used on water that may contain filterable cysts.
What should I do if my water starts to smell or taste bad?	Change your filter.	The carbon block filter may adopt the tastes and odors that it is absorbing.
What does it mean if my water starts to smell like rotten eggs?	This is typically a sign of hydrogen sulfide gas, which is not uncommon and can occur at any time.	You should keep 2 filters on hand. When one begins to smell, remove it and let it dry upside down on a paper towel. Once the sulfur smell dissipates, you can reuse the filter. Rotating filter cartridges like this will also help extend the life of your filters.
What does it mean if there is a "milky" color in my water?	Turn on the water simply to reduce the flow of water slightly through the diverter valve.	This milky color is actually just small bubbles, caused by a higher than normal water pressure flowing through the system. This won't affect the performance of the System.
What do I do if the flow rate is too slow?	The filter is designed to slow and restrict flow when the filter is clogged with contaminants. When the flow rate slows, it is time to change your filter.	You should replace your filters at least every twelve months, or when its capacity is reached, whichever comes first. You can also try turning up the water pressure or turning off other faucets or sprinklers that may be on.
What should I do if my water is black?	Allow the water to run through the unit for about 30 minutes.	The black color is from carbon dust and is nothing to worry about. Simply flush the system.

B. Maintenance Problems

Flushing/Disinfecting the Unit Housing:

You should not let water sit for more than 10 days without being used. If you do, the System may be need to be flushed or disinfected before you start using it again.

1. Make sure the water to the unit is turned off .
2. Lessen the water pressure (if below sink unit) by opening the unit faucet.
3. Remove and throw out the used filter.
4. Rinse out the inside of the unit's housing.
5. Add 5 to 7 drops of bleach, like Clorox™ or Purex™, to the bottom canister.
6. Reconnect the housing top and bottom without the replacement filter.
7. Turn on the water and let the unit housing fill up with the water/bleach solution.
8. Let the unit soak for at least 30 minutes.
9. After it has soaked, disassemble the top and bottom and pour out the water/bleach solution; then rinse out the inside of the housing.
10. Replace the filter (cartridge).
11. Once the new filter is installed, follow the instructions to reconnect and flush your unit.

Stuck / Sticking Diverter Valve:

This is normally caused by calcium buildup around the diverter system. You can either use vegetable oil or vinegar to solve this problem.

Vegetable Oil (If you choose to go with this method, note that the vegetable oil will not dissolve the calcium buildup and so you'll have to repeat this from time to time.)

1. Unscrew the diverter valve from your faucet.
2. Pour a little bit of vegetable oil in the inlet hole.
3. Pull the diverter valve stem in and out several times to lubricate it thoroughly.
4. Put the diverter valve back onto the faucet.

Vinegar (If you choose to go with this method, note that the vinegar used to dissolve the buildup may cause discoloration.)

1. Unscrew the diverter valve from your faucet.
2. Soak the diverter valve in vinegar for 10 minutes.
3. Rinse and then put the diverter valve back onto your faucet.

Diverter Stem Stuck (If your diverter stem is sticking):

1. Disconnect the diverter valve from your faucet.
2. Push the pin in - if you can push the pin easily, that means there was air in the tubing.
3. Reconnect the diverter valve.

If these methods don't work, contact us at StreamFilters.com about replacing the diverter valve.

Warranty

Stream believes in improving your water and your life, which is why we've tailored our warranty for you—to make your life just a little bit easier.

Stream will repair or replace any System at absolutely no charge (baring the transportation to Stream headquarters) during the warranty period. On top of that, all exterior hoses and attachments to the System are warranted for defects in material and workmanship for one year, and your Drinking Water System Housing is warranted for a lifetime, while you're changing the filter once a year. That's a lifetime of clean water.

The Stream solid carbon block filters are warranted for defects in material and workmanship under normal care.

Unless it is expressly stated above, Stream Corporation makes no warranties, expressed or implied, arising by law or otherwise. This includes the implied warranties of merchantability and fitness for a particular purpose, to any person. This limited warranty may not be changed or extended unless it is expressly executed by Stream Corporation. The repair or replacement as provided under this limited warranty is exclusive.
In no event will Stream Corporation be liable for any consequential or incidental damages to any person, including in cases of manufacturer negligence. This includes, without limitation, damages of loss of use, cost of substitution, property damage, or other monetary loss.

The warranty is only valid if the Drinking Water System is operated within conditions listed herein.

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